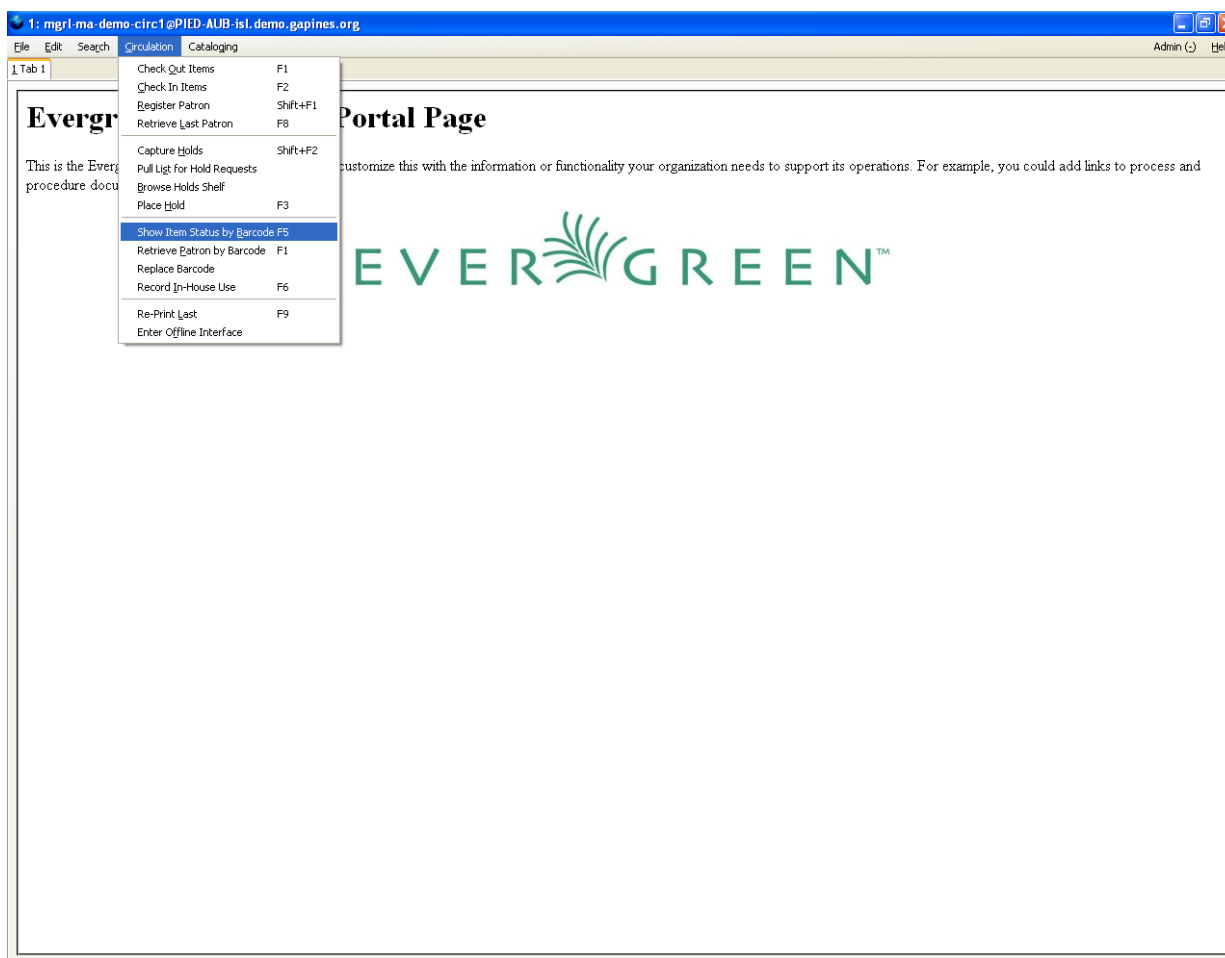# Chapter 4 – Marking Items as Missing, Damaged, Lost or Claims Returned

Marking Items as Missing or Damaged

1)   To mark an item Missing or Damaged, start by retrieving the item in the staff client. This can be done from *Circulation* and *Show Item Status by Barcode.*
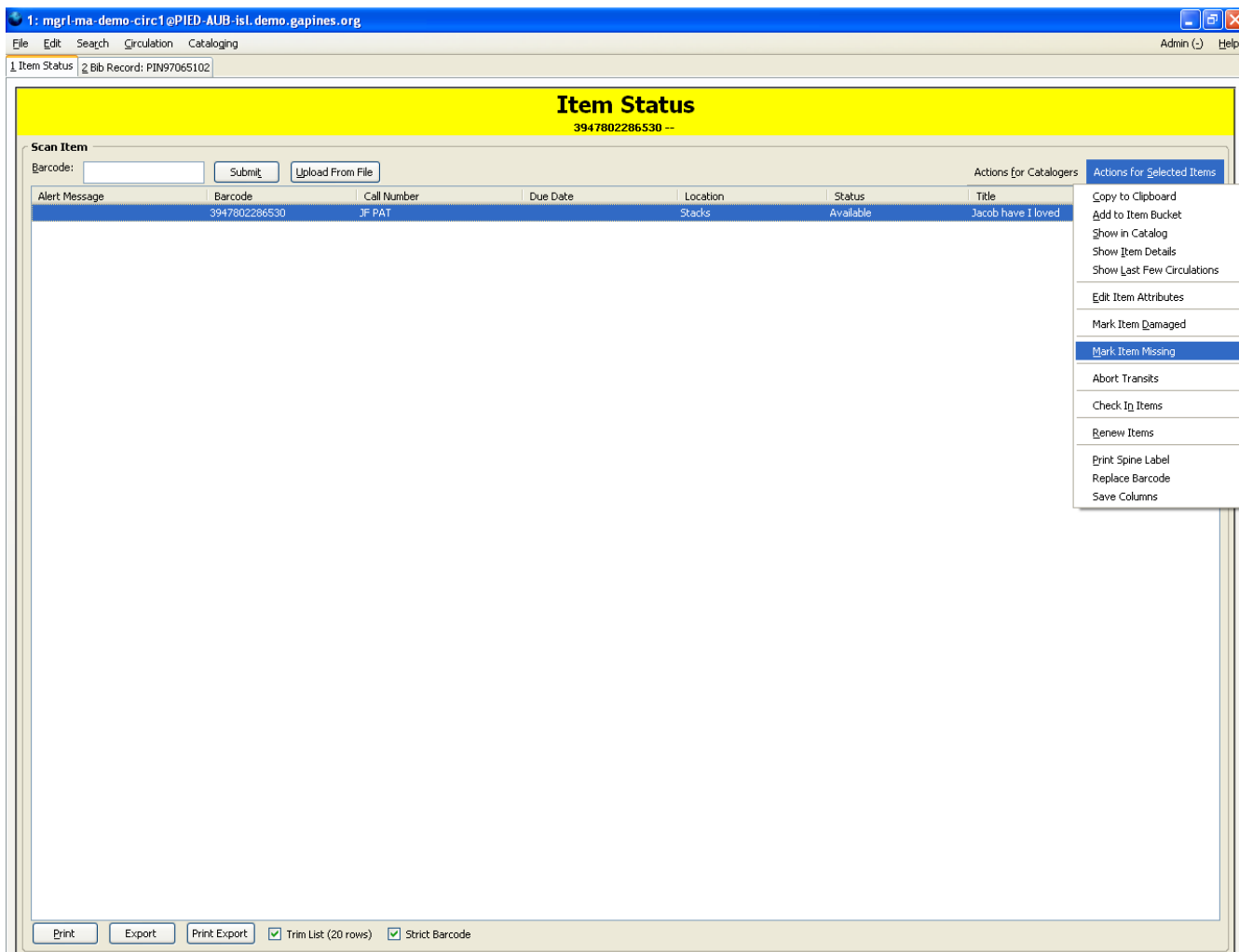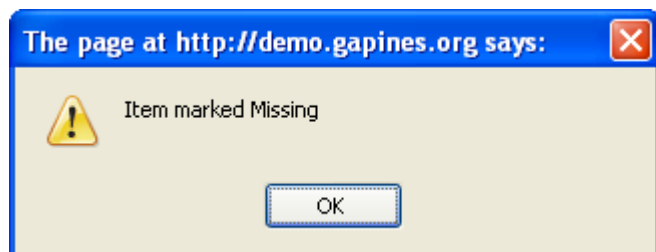
2) Enter the barcode for the missing item.

3) After submitting the barcode, the item will appear below. Select the item and click on *Actions for Selected Items.* You will see options to *Mark an Item Damaged* and *Mark an Item Missing.*

After you mark the item damaged or missing, a dialog box will appear in a pop-up giving you a summary of your recent actions.

Mark Missing

Mark Missing

Change the status for these items to Missing? Barcodes: 3947802286530

Options

OK   Cancel
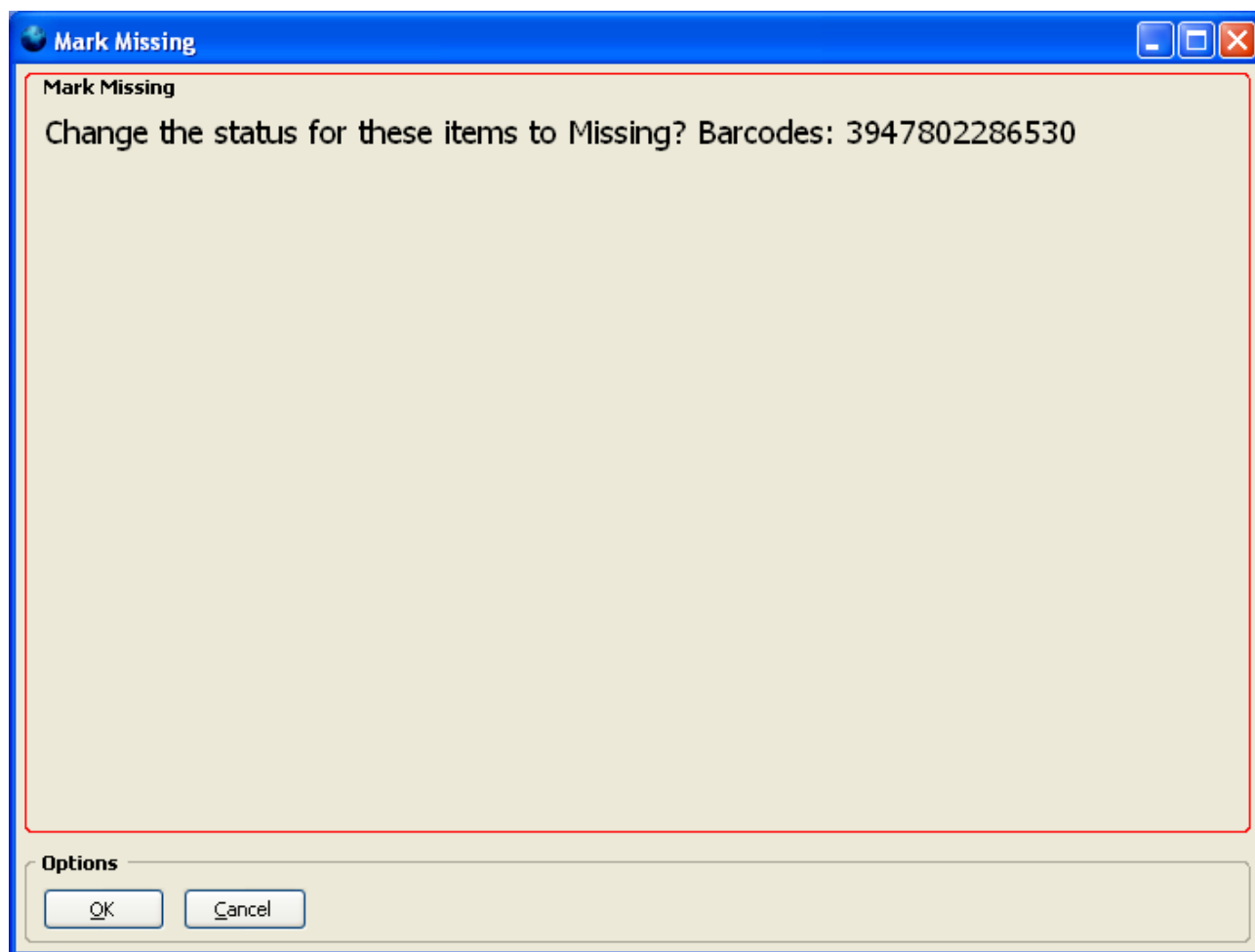
4) Click "OK" and the confirmation will appear.

The page at http://demo.gapines.org says:

⚠ Item marked Missing

OK

For Lost and Damaged Item Billing information, see "Billing."

Marking Items Lost or Claim Returned

1. Retrieve the patron record.
2. Click Items Out.
3. Select item(s).
4. *Right click*, and select either Mark Lost or Mark Claimed Returned. To update multiple items highlight the first item, press and hold **Ctrl**, highlight additional items and select Mark Claimed Returned.

5. The "Lost" or "Claimed Returned" item will display in the Lost/Claimed Returned/Long Overdue field.

About Claims Returned

If the item is overdue and the claims returned date is before the original due date, the fines disappear.

If the item is overdue and the claims returned date is after the due date, the fines remain.

If you do not enter the date claimed returned, the item is moved to the Claimed returned list, but the fines are not stopped.

Items cannot be *un-claimed returned* except by checking in the item or marking it lost.

There are no alerts indicating claims returned items.